

THE CITY OF MADEIRA BEACH, FLORIDA  
PUBLIC NOTICE

BOARD OF COMMISSIONERS  
REGULAR MEETING

The Board of Commissioners of the City of Madeira Beach, Florida will meet at City Hall, located at 300 Municipal Drive, Madeira Beach, Florida to discuss the agenda items of City Business listed at the time indicated below.

6:00 P.M.

TUESDAY, AUGUST 9, 2016

COMMISSION CHAMBERS

- A. CALL TO ORDER – The meeting was called to order at 6:02 p.m.
- B. INVOCATION AND PLEDGE OF ALLEGIANCE – Commissioner Terry Lister
- C. ROLL CALL

MEMBERS PRESENT: Travis Palladeno, Mayor  
Housh Ghovae, Vice-Mayor  
Terry Lister, Commissioner District 1  
Nancy Hodges, Commissioner District 2  
Elaine Poe, Commissioner District 3

Staff Present: Shane B. Crawford, City Manager (CM)  
Vincent M. Tenaglia, Assistant City Manager (ACM)  
Thomas Trask, City Attorney (CA)  
Aimee Servedio, City Clerk (CC)  
Dave Marsicano, Public Works/Marina Director  
Michelle Orton, Planning and Zoning Director (PZD)

D. APPROVAL OF THE MINUTES

1. BOC SPECIAL WORKSHOP JUNE 14, 2016
2. BOC AGENDA SETTING MEETING JUNE 14, 2016
3. BOC SPECIAL WORKSHOP MEETING JULY 12, 2016

A motion to approve the minutes as presented was made by Commissioner Lister and seconded by Commissioner Hodges

ROLL CALL:

Commissioner Lister.....	YES	Vice-Mayor Ghovae.....	YES
Commissioner Hodges.....	YES	Mayor Palladeno.....	YES
Commissioner Poe.....	YES		

E. APPROVAL OF THE AGENDA

A motion to approve the agenda has presented was made by Commissioner Poe and seconded by Vice Mayor Ghovae

ROLL CALL:

Commissioner Lister.....	YES	Vice-Mayor Ghovae.....	YES
Commissioner Hodges.....	YES	Mayor Palladeno.....	YES
Commissioner Poe.....	YES		

PRESENTATIONS/PROCLAMATION

1. PSTA PRESENTATION  
*Brad Miller, Rachel Arafello, Cassandra Borchers*

Brad Miller: CEO of PSTA. Idea from Mayor of Oldsmar. Partnership with Uber or cap to major bus stops for minimal fee. Madeira beach goes by Tyrone Square and the V.A.

2. Gulf Beaches Public Library Budget Update  
*Maggie Cinnella*

Maggie Cinnella – will distribute budget. 12k total increase. Money that has been saved was discovered 8 years ago that it's intended use for expansion could not be used in that way. Increase needed because of the low resources. 89k from Madeira Beach, calculated by population which averages \$20.57 per person, per year. There are 3,000 active library cards of Madeira Beach residents. 16 thousand items checked out by Madeira Beach residents. The last major upgrade to the facility was in the 1980's.

DAIS LOG REVIEW

**F. PUBLIC COMMENT – LIMITED TO THREE (3) MINUTES**

Thomas Whalley: Praised the prayer for the City at the beginning and Pat Shontz for giving her time to this City. Most citizens don't realize how much the commission actually makes for the time they spend on issues.

Marilyn Halfling: Wants more communication such as notices on electronic boards and the website. Wants a citizen meeting on building permits.

Terry England: Vice Mayor Ghovae has been vetted by other agencies.

**G. CONSENT AGENDA**

1. PLANNING COMMISSION, CIVIL SERVICE COMMISSION, AND LIBRARY BOARD APPOINTMENTS

CA: Motion included appointment of new Planning and Civil Service Board Commission members

Sonny Flynn: Great opportunity and an honor to serve residents of Madeira Beach.

Robin Biloski: Look forward to service on Planning Commission and thanks City Commission for choosing her. Hopes to bring energy and enthusiasm with her.

CM: Mr. Noble is out of town on work assignment. Will be sworn in at Planning Commission.

VM: Wonderful variety of folks applying. Everyone had good qualifications and thanked them for applying.

Jim Everett: Enjoyed service on Planning Commission. Wanted to contribute to the City through continuance service.

Tammy Slater-Kendrick: Wanted to find a way to give back to the city.

CM: No applications for the Library Board. Will revisit in 30 days.

**A motion for appointments was made by Commissioner Lister and seconded by Commissioner Hodges**

**ROLL CALL:**

Commissioner Lister.....YES

Vice-Mayor Ghovae.....YES

Commissioner Hodges.....YES

Mayor Palladeno.....YES

Commissioner Poe.....YES

**H. CONTRACTS/AGREEMENTS**

1. **FIRST AMENDMENT TO SERVICES AGREEMENT WITH HUBBARD'S SEA ADVENTURES INC.**

CM: Simple amendment of the start date. Staff recommendation for approval.

CA: Also added paragraph that added flexibility for listing of the landing points.

CM: Reason being, some are still being negotiated.

**A motion to amend the services agreement with Hubbard's Sea Adventure was made by Commissioner Lister and seconded by Commissioner Hodges**

**ROLL CALL:**

Commissioner Lister.....YES

Vice-Mayor Ghovae.....YES

Commissioner Hodges.....YES  
Commissioner Poe.....YES

Mayor Palladeno.....YES

## I. UNFINISHED BUSINESS

### 1. [ORDINANCE 2016-06](#)

A SECOND AND FINAL HEARING OF AN ORDINANCE OF THE CITY OF MADEIRA BEACH, FLORIDA, CREATING SECTION 86-29 OF THE CODE OF ORDINANCES TO PROVIDE FOR ADMINISTRATIVE WAIVERS; PROVIDING FOR PURPOSE, APPLICABILITY, AUTHORITY, APPLICATION PROCESS, REVIEW, FINDINGS AND DECISION, CONDITIONS OF APPROVAL, AND APPEAL PROCEDURES; AND PROVIDING FOR AN EFFECTIVE DATE.

CM: Staff recommendation is for approval

Jim Everett: helps streamline and saves money.

Tom Whalley: Thinks City Manager should have authority. Also let the Planning Commission have more authority as well and get away from special magistrate.

**A motion to approve Ordinance 2016-06 was made by Commissioner Hodges and seconded by Vice Mayor Ghovae**

#### ROLL CALL:

Commissioner Lister.....YES  
Commissioner Hodges.....YES  
Commissioner Poe.....YES

Vice-Mayor Ghovae.....YES  
Mayor Palladeno.....YES

## J. NEW BUSINESS

### 1. [AWARD BANKING SERVICES RFP 2016-02](#)

AUTHORIZATION TO AWARD COMPREHENSIVE BANKING SERVICES TO HANCOCK BANK, IN ACCORDANCE WITH RFP NO. 2016-02.

ACM: has been keeping BOC aware. No agreement on record with Bank of America. 2.8 mil balance required with no interest earned. Bank of America has also terminated many agreements. There were 17 banks for the RFP. Received 9 proposals after pre meeting.

**A motion to award banking services RFP 2016-02 was made my Commissioner Poe and seconded by Commissioner Lister**

#### ROLL CALL:

Commissioner Lister.....YES  
Commissioner Hodges.....YES  
Commissioner Poe.....YES

Vice-Mayor Ghovae.....YES  
Mayor Palladeno.....YES

### 2. [PUBLIC HEARING FOR ALCOHOLIC BEVERAGE APPLICATION #2016-06](#)

A PUBLIC HEARING TO CONSIDER ALCOHOLIC BEVERAGE APPLICATION #2016.06 FOR A 2COP LICENSE (BEER AND WINE ONLY/SALE BY THE DRINK FOR CONSUMPTION ON PREMISES AND PACKAGE SALES IN SEALED CONTAINERS) AT A COMMERCIAL RECREATION AND ENTERTAINMENT FACILITY LOCATED AT 15395 GULF BOULEVARD.

PZN: Established in 1988 C-3 zoning. No parking or traffic problems. Staff recommendation is for approval

George: General Manager for 26 years. Multiple requests from patrons, this is not going to turn into a bar. This is only for those who are golfing. 1 Beer per ID in small containers only.



PZN: Received 2 letters of objection and one of no objection

**A motion to approve alcoholic beverage application #2016-16 was made by Commissioner Hodges and seconded by Commissioner Poe**

**ROLL CALL:**

Commissioner Lister.....YES

Vice-Mayor Ghovae.....YES

Commissioner Hodges.....YES

Mayor Palladeno.....YES

Commissioner Poe.....YES

Commissioner Poe: Has to leave. Is going to be absent for a couple of months due to devastating news. Appreciates everyone letting her stay without penalties.

CA: You can miss 4 regular commission meetings. Absence can be excused for up to four. Usually after the meeting that has occurred, you can excuse commissioner for the prior meeting.

Commissioner Poe: Would like to continue to get packets so she can stay up to date.

3. **DISCUSSION OF CITY RESPONSIBILITY REGARDING ETHICS VIOLATIONS FILED AGAINST EMPLOYEES AND BOARD MEMBERS**  
DISCUSSION ON WHETHER TO INCUR POSSIBLE ADDITIONAL COSTS AND FEES FOR THE DEFENSE OF CITY EMPLOYEES AND COMMISSION MEMBERS IF CITY'S INSURANCE POLICY LIMITS ARE EXCEEDED OR TERMINATED.

CA: Over the last several months, the City has been inundated with numerous lawsuits and ethics complaints. There was another filed today. This particular issue is to address the ethics complaints that have been filed. The memo, dated July 28<sup>th</sup>, contains explanation of common law obligation the city has relative to covering the **attorney's** fees and cost relative to covering the defense. Specifically there have been complaints against Mayor Travis Palladeno, former commissioner Shontz, Building official Frank DeSantis, City Manager Shane B. Crawford, his administrative assistant Cheryl McGrady, and Commissioner Poe, based off of a newspaper article. All of the complaints that have been found sufficient enough to move forward, which is 5, have been given to your insurance carrier. The insurance covers up to \$100,000. There is a chance that the 7 different complaints could eat up the 100,000 coverage. The commission needs to determine whether or not the city should defend the employees if the insurance policy is exceeded. The 5 complaints that are moving forward, the insurance may decide to withdraw the coverage under the reservation of rights letter that they have provided. The purpose of the memo is to give direction. The first option is to approve the payment of **attorney's** fees and cost for the 5, possible 7, complaints. If the insurance limits are exceeded. The second is to approve the payment if the insurance company decided no longer to defend. The third would be to wait until sometime in the future after the complaints are completed or determined insufficient or founded and make the determination then. The last option would be to decide not to do anything. The reason it is brought up now is because they have no assurance that they will be defended or the insurance would not be there. **If a decision is made, it will be reassurance for the employee. If a decision isn't made tonight, each individual may hire their own lawyer and those fees could be much higher than the government rate.** Will not discuss specifics of any of the complaints as they are not subject to public records law. Suggests for the Mayor to abstain from voting on the matter as it pertains to him to avoid conflict of interest.

Terry Lister: Let's get this on the table. We're going to cover people from start to end. No way are they going to leave people hanging. They're working for the citizens and suing hurts the resident's pockets.

VM: We're a family. There is no personal interest or gain for any one of them. This city has been in the same shape since the 1950's and they want to make it a wonderful city.

Nancy Hodges: We need to bring the foolishness to an end.

Jim Everett: I support the motion. Any organization covers the people who represents you. If the citizens want to create a bill for themselves, so be it. **It's gotten out of hand and it needs to be brought to an end.**

Tom Whalley: Thinks we should use every single penny to hire the best defense team. We as citizens should be embarrassed that it has come to this.

Reese Noren: Fully supports motion. Feels anyone who volunteers as well as elected should be defended.

Veronica Blackwood: Member of Madeira Beach United. Filed complaint.

Sam Baker: Wants to wait and see. Agrees with Lister about supporting employees. 2 former commissioners had to wait for reimbursement and that has seemed to be policy,



Joe Jorgenson: Surprised BOC would put out blank checks. Does not know what the suits are. Was there criminal intent? What if there was? Insurance will do 100 thousand, wouldn't it be prudent to see how it progresses?

Robert Shaw: Civil dialogue replaced by litigation. The community is in trouble.

Steve Rayow: Mr. Jorgenson made good point. Unknown if there are criminal charges and thinks it should be referred to Attorney General's Office. If there are criminal charges, it will take precedence over any civil matter.

Len Piotti: Has been a victim as a commissioner and had to fend for himself. Angry because he can relate to it due to past experience. Feels like there is a common thread to source of complaints.

Jeff Beggins: Agrees with motion.

CA: Before we move on. You've heard people discuss lawsuits, however this is pertaining to ethics complaints and wants in to be absolutely clear that we're talking about complaints filed with the Commission of Ethics and the ICMA. Will address the 4 lawsuits separately. The 100,000 is for all for the lawsuits.

CM: You're suing the home team. Once a united community and now it's being torn apart. If you have a problem, you run against them not by suing them. Humbly asks the board defends him. 39 years old and wants to retire in Madeira Beach. All of this is following him on Google and is displeased. Wants to know the company that he works for his behind him.

Mayor: Wants to clarify that he wants to vote for staff and commission and abstain for himself.

CA: There were ethics complaints in the memo that dealt with criminal charges. These complaints were still covered by the city that provided defense. There is a two pronged test that determines whether the common law doctrine of the right to legal representation is in place. The first is that the issue must arise out of the performance or be in connection with their official duties. The second is that such performance of duties serves a public purpose. All are met with regards to number one. The second question of the second prong is does it serve a public purpose. Thinks it should be pretty clear that when you look at this it doesn't really matter what the activity was that occurred or being complained of. The real question is does it serve a benefit to the public by resolving the entire issue. The commission has to make the determination. It's not what they did in the underlying allegations.

CM: Just to be clear when he said there was criminal intent, he's talking about the examples in the memo. It's a waste of time and money. This could take 8-10 months to get the investigation done, not sitting in limbo for that long if they're not going to cover it.

Vice Mayor: Not even an option. Protecting citizens and employees. Commission has the CM's back.

CM: None of this happened until the city took on 2 major developments. It's too coincidental. Spotless employee record and is sour by all of this.

**A motion to pay for all legal fees for city employees who have received ethics violations was made by Commissioner Lister and seconded by Vice-Mayor Ghovae.**

**ROLL CALL:**

Commissioner Lister.....	YES	Vice-Mayor Ghovae .....	YES
Commissioner Hodges .....	YES	Mayor Palladeno.....	YES*
Commissioner Poe .....	ABSENT		

**\*Abstained from voting for himself.**

**4. REAPPOINTMENT OF SPECIAL MAGISTRATES TO HEAR MOTIONS RELATED TO ORDERS PREVIOUSLY ENTERED**

THOMAS J. TRASK, CITY ATTORNEY

CA: City Commission appointed new Special Magistrate to take office in July 1<sup>st</sup>. Any of the orders previously entered are put into limbo. The city has received a motion for a rehearing for a case that he had heard. Asks the Commission to reappoint the previous magistrates until December 31<sup>st</sup>, 2016. Defendant has made large settlement offer to City and may not be necessary for rehearing.

**A motion to reappoint Special Magistrates to hear motions related to orders previously enter was made by Commissioner Lister and seconded by vice Mayor Ghovae**

**ROLL CALL:**

Commissioner Lister.....	YES	Vice-Mayor Ghovae.....	YES
Commissioner Hodges.....	YES	Mayor Palladeno.....	YES
Commissioner Poe.....	ABSENT		

5. [RESOLUTION 2016-25](#)

AMENDING THE FISCAL YEAR 2016 BUDGET BY INCREASING MARINA FUND REVENUE IN THE AMOUNT OF \$21,000; INCREASING MARINA FUND EXPENDITURES IN THE AMOUNT OF \$21,000; AND PROVIDING FOR AN EFFECTIVE DATE.

A motion was made to approve Resolution 2016-05 was made by Commissioner Hodges and seconded by Commissioner Lister

Commissioner Lister.....	YES	Vice-Mayor Ghovae.....	YES
Commissioner Hodges.....	YES	Mayor Palladeno.....	YES
Commissioner Poe.....	ABSENT		

6. [RESOLUTION 2016-26](#)

AMENDING THE FISCAL YEAR 2016 BUDGET BY INCREASING GENERAL FUND REVENUE IN THE AMOUNT OF \$14,600; INCREASING GENERAL FUND EXPENDITURES IN THE AMOUNT OF \$8,000; AND PROVIDING FOR AN EFFECTIVE DATE.

ACM: Related to parking ticket collections. Revenue is going up and so does the price of processing.

A motion was made to approve Resolution 2016-26 was made by Commissioner Lister and seconded by Commissioner Hodges

Commissioner Lister.....	YES	Vice-Mayor Ghovae.....	YES
Commissioner Hodges.....	YES	Mayor Palladeno.....	YES
Commissioner Poe.....	ABSENT		

7. [BUDGET AND FINANCE POLICY ADOPTION – REVENUE POLICY AND DEBT MANAGEMENT POLICY](#)

PRESENTED AS PROPOSED ON APRIL, 26<sup>TH</sup> BOC WORKSHOP MEETING.

ACM: Follow-up to proposed policies in April. Wanted to bring new ideas and best practices to the Commissions attention. These are long term policies will guide the city for a long time. The proposed budget was composed within the guidelines of the policies. This will provide the framework for financial practices.

David Hart: Set out to do 4 policies a year ago. These are policies 3 and 4. Each policy is meant to put the city in position to be in with prevailing practices.

8. [ORDINANCE 2016-07](#)

THE FIRST READING OF AN ORDINANCE OF THE CITY OF MADEIRA BEACH, FLORIDA, AMENDING CHAPTER 90 – CONCURRENCY MANAGEMENT OF THE CODE OF ORDINANCES; AMENDING SECTION 90-2 DELETING VARIOUS DEFINITIONS RELATING TO SCHOOL CONCURRENCY, REVISING THE DEFINITION OF “PUBLIC SCHOOLS INTERLOCAL AGREEMENT”, AND CREATING DEFINITIONS FOR “DEFICIENT FACILITY”, “LAND DEVELOPMENT REGULATORY SYSTEM”, “MOBILITY PLAN”, “NEW PEAK HOUR TRIP”, “PEAK HOUR”, “PRE-EXISTING USE”, “TRANSPORTATION MANAGEMENT PLAN” AND “TRANSPORTATION MANAGEMENT SYSTEM”; AMENDING SECTIONS 90-4, 90-5, 90-7 AND 90-8 TO DELETE THE PROVISIONS RELATING TO SCHOOL CONCURRENCY; AMENDING SECTION 90-9 AND SECTION 90-10 IN THEIR ENTIRETY TO REPEAL THE TRANSPORTATION CONCURRENCY PROVISIONS AND TO ESTABLISH A TRANSPORTATION MANAGEMENT SYSTEM; CREATING SECTION 90-11 PROVIDING FOR THE APPLICATION OF TRANSPORTATION MANAGEMENT PLAN STRATEGIES TO DEFICIENT ROAD CORRIDORS; CREATING SECTION 90-12 PROVIDING FOR METHODOLOGY OF DETERMINATION OF TRIP GENERATION; RENUMBERING SECTION 90-11 TO 90-13; RENUMBERING SECTION 90-12 TO 90-14 AND DELETING THE ADOPTED LEVEL OF SERVICE FOR ARTERIAL AND COLLECTOR ROADS; RENUMBERING SECTION 90-13 TO 90-15; AND PROVIDING FOR AN EFFECTIVE DATE.

A motion was made to approve the first reading of Ordinance 2016-07 by Commissioner Hodges and seconded by Vice Mayor Ghovae

Commissioner Lister.....	YES	Vice-Mayor Ghovae.....	YES
Commissioner Hodges.....	YES	Mayor Palladeno.....	YES
Commissioner Poe.....	ABSENT		

9. [ORDINANCE 2016-08](#)



THE FIRST READING OF AN ORDINANCE OF THE CITY OF MADEIRA BEACH, FLORIDA, AMENDING THE GOALS, OBJECTIVES AND POLICIES OF THE TRANSPORTATION ELEMENT OF THE COMPREHENSIVE PLAN OF THE CITY OF MADEIRA BEACH TO DELETE TRANSPORTATION CONCURRENCY, TO PROVIDE FOR A MULTIMODAL TRANSPORTATION SYSTEM THAT MANAGES THE IMPACTS OF DEVELOPMENT PROJECTS, INCREASES MOBILITY AND MITIGATES IMPROVEMENTS CONSISTENT WITH THE METROPOLITAN PLANNING ORGANIZATION'S LONG RANGE TRANSPORTATION PLAN AND THE PINELLAS COUNTY MOBILITY PLAN; AMENDING THE INTERGOVERNMENTAL COORDINATION ELEMENT TO REVISE CONCURRENCY REFERENCES TO MOBILITY MANAGEMENT AND TO UPDATE A REFERENCE TO THE INTERLOCAL AGREEMENT WITH THE SCHOOL BOARD OF PINELLAS COUNTY REGARDING THE COORDINATION OF LAND USE AND PUBLIC SCHOOL FACILITIES PLANNING; AMENDING THE CAPITAL IMPROVEMENTS ELEMENT TO SUPPORT THE ESTABLISHMENT OF A MULTIMODAL TRANSPORTATION SYSTEM IN ACCORDANCE WITH THE PINELLAS COUNTY MOBILITY PLAN, AND TO ELIMINATE THE PUBLIC SCHOOLS LEVEL OF SERVICE STANDARD; AND PROVIDING FOR AN EFFECTIVE DATE.

**A motion was made to approve the first reading of Ordinance 20126-08 by Commissioner Hodges and seconded by Commissioner Lister**

Commissioner Lister.....	YES	Vice-Mayor Ghovae.....	YES
Commissioner Hodges.....	YES	Mayor Palladeno.....	YES
Commissioner Poe.....	ABSENT		

10. **ORDINANCE 2016-09**

THE FIRST READING OF AN ORDINANCE OF THE CITY OF MADEIRA BEACH, FLORIDA, AMENDING THE CONSERVATION AND COASTAL MANAGEMENT ELEMENT OF THE COMPREHENSIVE PLAN OF THE CITY OF MADEIRA BEACH; REVISING THE GOALS, POLICIES AND OBJECTIVES OF THE CONSERVATION AND COASTAL MANAGEMENT ELEMENT TO DELETE REFERENCE TO ACCEPTABLE ROADWAY LEVELS OF SERVICE IN POLICY 1.8.1; TO REVISE GOAL 2 TO INCLUDE REFERENCES TO HIGH WATER EVENTS; TO ADD OBJECTIVES AND POLICIES REGARDING FLOODING AND SEA LEVEL RISE; AND PROVIDING FOR AN EFFECTIVE DATE.

**A motion was made to approve the first reading of Ordinance 2016-09 by Commissioner Lister and seconded by Vice Mayor Ghovae**

Commissioner Lister.....	YES	Vice-Mayor Ghovae.....	YES
Commissioner Hodges.....	YES	Mayor Palladeno.....	YES
Commissioner Poe.....	ABSENT		

11. **ORDINANCE 2016-10**

THE FIRST READING OF AN ORDINANCE OF THE CITY OF MADEIRA BEACH, FLORIDA, AMENDING THE PUBLIC SCHOOL FACILITIES ELEMENT OF THE COMPREHENSIVE PLAN OF THE CITY OF MADEIRA BEACH TO DELETE OBJECTIVES 2, 3 AND 4 AS WELL AS THE POLICIES UNDER THOSE OBJECTIVES; RENUMBERING OBJECTIVES 5, 6, 7 AND 8 AS WELL AS THE POLICIES UNDER THOSE OBJECTIVES; AND PROVIDING FOR AN EFFECTIVE DATE.

**A motion was made to approve the first reading of Ordinance 2016-10 by Vice Mayor Ghovae and seconded by Commissioner Lister**

Commissioner Lister.....	YES	Vice-Mayor Ghovae.....	YES
Commissioner Hodges.....	YES	Mayor Palladeno.....	YES
Commissioner Poe.....	ABSENT		

**K. REPORTS/CORRESPONDENCE**

• **CITY COMMISSION**

VM: Stated some are under the impression he is here for self-interest and will not be working on any projects in Madeira beach, will attend the chamber event on the 25<sup>th</sup> and has ideas and high goals that he would like to go over.

Mayor: Knows that Vice Mayor has a good reputation

CA: Most recent lawsuit has been given out.

CM: Citizen events are coming up. Expects over 900 people for Jaws on the beach. Also received a grant for engineering of the docks.

• **CITY ATTORNEY**

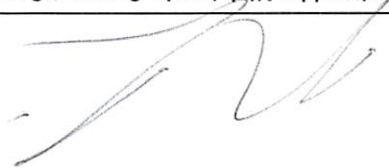
CA: Most recent lawsuit has been given out.

• CITY MANAGER  
CM: Citizen events are coming up. Expects over 900 people for Jaws on the beach. Also received a grant for engineering of the docks.

- CITY CLERK
- L. ADJOURNMENT



Travis Palladeno, MAYOR



Submitted by Nick Lewis, Support Specialist